

AMTRAK CALIFORNIA PACIFIC SURFLINER ALL ABOARD SENIORS

Mission San Buenaventura, Carpinteria State Beach, the San Diego Maritime Museum, El Pueblo de Los Angeles and Olvera Street, Mission San Juan Capistrano, a variety of Indian casinos, and many other fun and exciting places are within easy reach aboard Amtrak California's *Pacific Surfliner* trains, and the All Aboard Seniors Program makes it easy to take your group there!

Seniors, group leaders and their guests can use the *Pacific Surfliner* for rail transportation for group trips anywhere along the route between San Diego and San Luis Obispo for as little as \$10 per person round trip.

This season's program runs from January 5, 2004 through December 16, 2004. See all the details inside and we'll see you soon on Amtrak California's *Pacific Surfliner*!

Don't wait to reserve your trip: The last day for reservations is November 17, 2004!

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AND IN THE SEPARATE BOOKLET:

Train Schedules
Destination Guide
Zone Map

CHOOSE WHERE AND WHEN YOU WANT TO GO

Taking a trip couldn't be easier or more fun!

Now you can choose from **8** daily trains north of L.A. and **17** daily trains south of L.A., all with convenient departure and arrival times! Check the Destination Guide for trip ideas or make up your own. See the Zone Map - everyone in your group pays the same low fare for their one-day round trip adventure by train. And now you can use All Aboard Seniors for trips involving overnight stays or longer! (See Page 6 for special instructions)

Amtrak California trains are spacious and modern, and the conductors and on-board staff are friendly and helpful, so your group can focus on the fun!

HOW MUCH WILL IT COST AND HOW DO I PAY?

See the Zone Map. You'll note that the Pacific Surfliner route is divided into 2 zones. Each zone costs \$10 per person, round trip. For each zone you travel into or through, your round trip ticket price per person increases by \$10. For example:

- Los Angeles to San Juan Capistrano is 1 zone (\$10)
- Los Angeles to Oxnard is 1 zone (\$10)
- Anaheim to Santa Barbara is 2 zones (\$20)*

*You may be required to change trains when traveling through LA in this program

After you receive confirmation of your reservations, you must purchase your ticket no later than **7** days before your trip. Just go to the nearest staffed Amtrak station and pay by cash, credit card or business check payable to "Amtrak." Money orders and purchase orders are not accepted.

Any admission fees or other costs for your trip must be arranged and purchased by you - they aren't included in your Amtrak California ticket price.

HERE'S THE IMPORTANT STUFF!

This information is **EXTREMELY** important! **Read it carefully.**

Program Restrictions:

Your trip must be for a single day with no stopovers and it can only be taken on a Monday, Tuesday, Wednesday, or Thursday between January 5, 2004 and December 16, 2004. See "Staying Overnight (or longer)?" on page 6 for special instructions for extended-stay trips. There are no one-way fares. Groups traveling either one-way or roundtrip pay the same low price. A stopover is defined as an intermediate stop where the group leaves the train, then later continues in the same direction on a different train.

This offer is **not** valid on the following days and dates:

- **Fridays, Saturdays, and Sundays;**
- **February 13, 2004 through and including February 16, 2004;**
- **April 8, 2004 through and including April 12, 2004;**
- **May 21, 2004 through and including September 12, 2004; and**
- **November 23, 2004 through and including November 30, 2004**

Please note the Pacific Surfliner All Aboard Seniors program is **not** available during the summer months.

Minimum Group Size:

The minimum group size for this program is 20 persons.

Space Limitations:

Seating is limited on each trip. Every request, regardless of group size, is reviewed and some may not be approved if space is not available.

Reservations:

You must use the reservation procedures in this program to get the program fares and you must FAX your reservation request at least **30** days in advance of your requested trip date. The last day to submit reservation requests is November 17, 2004. **You cannot change dates, trains, the number of people in your group, or schedules once your reservation request has been submitted to Amtrak.**

Tickets:

Tickets must be purchased no later than **7** days in advance of your trip. You can purchase your tickets with a credit card, cash or business check payable to "Amtrak" from any staffed Amtrak station. No personal checks or purchase orders will be accepted. The staffed stations are located in San Luis Obispo, Santa Barbara, Oxnard, Van Nuys, Los Angeles, Fullerton, Anaheim, Santa Ana, Irvine, San Juan Capistrano, Oceanside, Solana Beach, and San Diego. Partial purchases are not permitted and your reservation will be canceled if you do not purchase your tickets **7** days prior to your trip.

Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

An accurate list with the first and last names of all persons traveling on your trip must be submitted to the Amtrak agent when you purchase your tickets and you must carry a copy of the list with you during your trip.

Amtrak California only provides transportation from the point of origin to the point of destination and return. Reservations and tickets for any attractions included in your field trip must be arranged for and purchased by you and are not included in your Amtrak California ticket price.

RESERVING YOUR TRIP

All the information you'll need to plan and reserve your trip is in here. Carefully read all the material, then follow the instructions and complete your reservation request located in the centerfold of this booklet. FAX your request to the Amtrak Group Reservation Desk at the FAX number on the bottom of page 3 of the reservation request form and they'll contact you by phone, FAX or email within about two weeks.

The offer is subject to space availability. Every request, regardless of group size, is reviewed and some may not be approved if space is not available. This offer is only for new trips booked after December 5, 2003. **The last day to send in your reservation requests for this program is November 17, 2004**

This is a **SPECIAL** offer available only through Amtrak's Group Reservation system using the procedures outlined in this package. **DO NOT CALL TO CHECK AVAILABILITY FOR SPECIFIC DATES - RESERVATIONS ARE MADE ON A FIRST-COME, FIRST-SERVED AND SPACE AVAILABLE BASIS. Do not call Amtrak about this program.**

This offer is only for specified *Pacific Surfliner* trains, and it is not available on Metrolink and Coaster trains or any other Amtrak California train service.

A WORD ABOUT OPERATION LIFESAVER

California Operation Lifesaver (OL) is a non-profit volunteer organization dedicated to reducing or eliminating death and injuries due to vehicular and pedestrian trespassing on railroad property. OL presentations are informative and educational and OL has agreed to offer their presentation to groups in their classroom or while on the train. For more information regarding program availability, contact Lois Cuning at their email address (cunninl@amtrak.com) or call OL at (213) 683-6970.

IF YOU STILL NEED HELP...

Do NOT call Amtrak reservations

If you have questions about the program or if you need help preparing your request, call Dennis Winger of the Caltrans Rail Division at (916) 654-5928.

HOW DO I READ THE TRAIN SCHEDULE?

(The schedules are in the separate booklet with the destination guide and zone map)

You can plan any trip on the *Pacific Surfliner* following these instructions:

- Find the station nearest the city you want to depart from.
- Now find the station nearest the city you want to visit.
- Find your departure and arrival times in the same column for both cities and note the number at the top of the column - that's your train number.

For a return trip, look at the opposite schedule and do the same as you did above. Here's a tip: If you went one way on an even-numbered train, you must take an odd-numbered train back home, or vice-versa.

I SENT MY REQUEST IN - WHAT'S NEXT?

Amtrak will respond in about 10 business days by phone, FAX or email with your confirmation or other information. **DO NOT CALL THE RESERVATION CENTER TO CHECK THE STATUS OF YOUR RESERVATION REQUEST IF LESS THAN 10 BUSINESS DAYS HAVE PASSED SINCE YOU SUBMITTED YOUR REQUEST. CALLING SOONER MAY DELAY COMPLETION OF YOUR REQUEST.**

If your reservation is confirmed:

- Review the information for accuracy. Your confirmation will include a reservation number.
- You must purchase your tickets no later than 7 days before your trip. Take your reservation number and your list of persons in your group to any staffed Amtrak station to purchase your tickets. You may use cash, credit card or a business check made out to "Amtrak." Personal checks and purchase orders will not be accepted. Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased. In addition, you must pay full fare for tickets in excess of the original number reserved and purchased for your trip.

If your reservation cannot be made by Amtrak:

- Review your plans to determine if alternate dates are acceptable and submit another request.
- Remember to check with your destination to make certain your new date is still valid.

STAYING OVERNIGHT (OR LONGER)?

You can use this program for trips requiring overnight stays for one or more night providing both days of travel are Monday, Tuesday, Wednesday, or Thursday. For hotel information, check with the Chamber of Commerce or Convention and Visitors Bureau listed in the Destination Guide for the city you'll be visiting. You'll need to complete TWO Reservation Request forms:

- On one request form circle the date you want to start your trip, and check the boxes showing the city you're leaving, your destination, and the train you'll be riding.
- On the same form, check the "None/1 Way" box under the Returning Train column.
- On the other request form, circle the date you want to return, and check the boxes showing the city you're leaving (where you've been staying), your destination (home), and the train you'll be riding.
- On the same form, check the "None/1 Way" box under the Returning Train column again.

Your fare is calculated the same as a round trip for each request form submitted. For example, if you are traveling round trip on the same day from Irvine to San Diego the fare is \$10 per person. If you are traveling from Irvine to San Diego, spending one or more nights, and returning from San Diego to Irvine, the fare is \$10 per person for each direction, or \$20 total per person.

BEFORE YOU GO...

Here's a handy checklist to help you plan your trip!

- [] Contact your destination(s) to reserve your tours, tickets, and other arrangements.
- [] Complete and send reservation request by FAX to Amtrak Group Reservation Desk at (800) 872-3298.
- [] After receiving confirmation, process any necessary internal documentation to purchase train tickets. Remember: only cash or credit card, or business check payable to "Amtrak." No personal checks or purchase orders.
- [] Prepare accurate list of all persons traveling in group. Send one copy with the tour group leader on the trip and take one when purchasing tickets.
- [] Purchase tickets no later than **7 (seven)** calendar days before trip at any staffed Amtrak station.
- [] Remember: you must pay for all the seats you reserve and there are no refunds. Further, if you add to your group after you've made your reservation, you will be charged full fare for the additional tickets. Tickets are non-refundable. **You cannot change dates, trains, the number of people in your group, or schedules once your reservation request has been submitted to Amtrak.** Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

JUST A FEW LITTLE RULES

Amtrak California's *Pacific Surfliner* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all who travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for everyone by observing these rules.

1. Arrive at all departure locations at least 20 minutes ahead of departure time. **The trains will not wait for late arriving groups or individuals!**
2. Before boarding the train identify your group to the conductor, then follow the seating instructions of the conductor and/or other railroad personnel.
3. You may bring your own food and drinks, or your group may visit the snack/dining car.
4. Please use the trash receptacles and keep the area around your group clean and free of debris.
5. During your trip, feel free to contact the conductor or other on-board personnel for assistance.
6. When your group exits the train, follow the conductor's instructions. Appoint 1 or 2 persons to follow behind the group and check the seating areas and overhead bins for any items which may have been left behind. Amtrak California cannot be responsible for lost or stolen items.
7. Most importantly: **HAVE FUN!**

Additions and changes to the program may occur during the program season – check the program website periodically for the latest information. Go to www.amtrakcalifornia.com and scroll down the page to “All Aboard Seniors,” then click your way through the program from there...